



development news



ONE-START

april 2005

- Customer Service
- Jeannie Hamilton
- New City Hall
- State Rescinds Codes
- Revisions to Flood Maps
- Evergreen Visioning
- Hitachi
- Vision North San José
- Dateline
- Counter Hours
- Smart Surveys

www.sanjoseca.gov/planning



customer service

As part of the City's continuing efforts to improve services and provide a more facilitative environment, a task force comprised of all levels of staff has created a new Development Services Customer Service Policy. With a vision of providing the best possible service to the community, the policy embraces values that include trustworthiness, respect, responsibility, fairness, caring, citizenship and being receptive to new ideas. The task force identified performance standards that will foster individual initiative and teamwork to meet customer needs in a timely and cost-effective manner.

Positive benefits have already been shown in many areas, including improvements to the preliminary review process, the Special Tenant Improvement program and the expedited permit process. Staff has taken ownership of these issues and is working more closely together to advise customers on their projects.

We recognize that developing a policy is only the first step in creating a culture that balances customer satisfaction with regulatory controls. We are committed to improving our services and will continue to effect positive change as we implement the policy. The City is very interested in your feedback and welcomes the opportunity to serve you better. Please feel free to send your comments and suggestions to Stephen Haase at stephen.haase@sanjoseca.gov or to the mailing address on the last page.



Meet Jeannie Hamilton,
Principal Planner. Jeannie is responsible for managing private development in the City. It is a big

responsibility that this Santa Clara Valley native has worked up to since joining the City in 1988. Jeannie started in the Implementation Division as a Planner. She quickly learned how to balance the needs of the City, applicants and the community to get a better project by listening and then being decisive. That has helped her deal with the fast pace of development in the City to this day.

Some of Jeannie's major accomplishments include working on the 2020 General Plan update, rewriting the Zoning Code and aligning the Zoning Code with the General Plan to eliminate outdated requirements and streamline the code. She continues with process improvement and helping with coordination between city departments involved in the development process.

Jeannie is passionate about public service and finds it fulfilling to serve the community she lives and works in. She listens with an empathetic ear and works hard to find a balance between customer needs and the regulatory process. Jeannie and her staff are committed to helping our customers. Please feel free to call her at (408) 277-8556.



As construction continues on the Customer Service Center at the new City Hall, Planning employees Stan Ketchum, Principal Planner and Jodie Clark, Senior Planner start getting ready for the “big move” this summer, by purging old files.

Watch for more information about our new home in the June issue of *Development News*.

state rescinds codes

The State Building Standards Commission rescinded a year and a half old decision to work towards adoption of the NFPA 5000 Building Code, IRC and the NFPA 101 Fire Code. This action followed a recommendation from the Coordinating Council, a collection of State agencies. Work on the adoption of the NFPA 5000 Building Code had stalled out because of copyright concerns. All agencies represented at the Coordinating Council are now in agreement the State should adopt the International Building Code, International Fire Code and International Residential Code. The Coordinating Council will report on a proposed work plan and time frames for adoption at the May 18th Building Standards Commission meeting. City staff are working with other jurisdictions to assist with the adoption of uniform amendments and interpretations here in the Bay Area.

In other news, the State has published the 2004 California Electrical Code based on the 2002 NEC and State amendments. It will go into effect for projects submitted for plan review on or after August 1, 2005. Work is still underway on State amendment language for the adoption of the next California Mechanical Code and California Plumbing Code. They are scheduled to be published in November of 2005.

revisions to fema flood maps

The Santa Clara Valley Water District (District) has three flood protection projects in the Guadalupe Watershed: Lower Guadalupe River Flood Protection Project (North San José to Mineta San José International Airport), Downtown or Guadalupe River Park and Flood Protection Project (Downtown to north of Interstate 280), and Upper Guadalupe River Flood Protection Project (areas south of Interstate 280 to Blossom Hill Road with improvements to be carried out over the next 10 to 15 years). With the completion of the “Lower” and “Downtown” projects, the District’s next step is to apply to the Federal Emergency Management Agency (FEMA) to change FEMA’s Flood Insurance Rate Maps to reflect the completed flood protection for the affected areas in the event of a 100-year flood. The term “100-year flood” is a flood having a 1% chance of occurring in any given year. As an example; during the course of a 30-year mortgage, a home in a floodprone area has a 26% chance of being damaged by a flood, compared to a 4% chance of fire.

The map revision process will be completed in 2 phases. The first phase will be an interim application that will designate most areas currently in ‘A’ flood zones (Zones AO, AH, AE, and A1 to A30) to Zone A99 (areas where enough progress has been made on a protective system to consider it complete for insurance purposes). There will be no City construction requirements (elevation or floodproofing) on new buildings or substantial improvements to existing buildings in this zone. Flood insurance will still be required but premiums may be reduced by approximately 40%. The District’s estimated schedule to submit this application is Spring 2005. Earliest estimated FEMA approval of this application is Summer 2005.

The second phase will be a final application that will be submitted when the last elements of the flood protection projects (such as the replacement of eastbound Highway 237 bridge) and record drawings are completed. This application will redesignate most, if not all, of the Zone A99 areas to Zone X (areas of minimal to moderate flood hazard). Similar to Zone A99, there will be no City construction requirements to buildings in this zone. Moreover, flood insurance is not required in this zone. The District’s estimated schedule to submit this application is Fall 2005. Earliest estimated FEMA approval of this application is Spring 2006.

The City’s Public Works staff will be performing public outreach for each phase of the map revision process. For more information, please contact Maria Angeles at (408) 277-5161.

evergreen visioning

The Evergreen Visioning Project is a unique, community-based planning effort involving the City, Evergreen property owners, and residents in the preparation of a comprehensive land use and transportation plan for the Evergreen area. This process has incorporated significant amounts of community involvement, primarily through a Task Force. Upcoming activities include a community meeting to scope the project EIR and initiation of modifications to the Evergreen Development Policy and General Plan amendments. Interested parties are also welcome to attend Task Force meetings.

For more information, please visit the Evergreen website at www.sanjoseca.gov/planning/evergreen or contact John Baty at (408) 277-8526.

hitachi

Hitachi Global Storage has filed a General Plan Amendment to change the land use designation from Industrial Park to Mixed Use with No Underlying Designation and a Planned Development Rezoning to change the zoning designation from IP Industrial Park to A(PD) Planned Development Zoning to facilitate the redevelopment of the campus. Hitachi is proposing a mixed use development for their 332 acre site located at 5600 Cottle Road. They are proposing to consolidate the existing 3.6 million square feet of industrial park uses to the eastern portion of the site and to redevelop the western portion with up to 2930 residential units and up to 460,000 square feet of commercial uses. Hitachi is also proposing a revision to the Edenvale Area Development Policy and one or more new General Plan designated streets. The EIR for the General Plan Amendment and Planned Development Rezoning is being circulated for public review until May 9, 2005. The project has been tentatively scheduled for a Planning Commission hearing on June 8, 2005 and City Council hearing on June 21, 2005.

For additional information please visit the Hitachi website at www.sanjoseca.gov/planning/gp/hitachi_project.htm or contact Elena Lee at (408) 277-4576.



vision north san jose

San José is undertaking a long-range land use planning effort to proactively plan for growth in the North San José area (northwest of Interstate 880 and south of State Route 237) in a way that benefits both San José employers and residents. This primarily industrial area is home to many of the City's high-tech companies and is a very important employment center for the City. The key goals for this effort are:

- Allow up to an additional 27 million square feet of research and development and office space in North San José.
- Bring up to 83,000 new jobs to San José, providing job opportunities for City residents.
- Concentrate up to 16 million square feet of the new office space in a 600 acre corporate core area along the North First Street light rail corridor (average 1.2 FAR).
- Focus on high-tech and corporate headquarters development.
- Create a rich pedestrian environment to encourage use of the transit system.
- Generate funding for local and regional transportation improvements.
- Provide new residential development (up to 32,000 units) in close proximity to employment centers.

For more information, visit the Vision North San José website at www.sanjoseca.gov/planning/nsj or contact Andrew Crabtree at (408) 277-8571.

dateline

Developers Roundtable

April 22, 2005

June 10, 2005

8:00 am

City Hall, Room 106

Developers' Industry Meeting

June 2, 2005

7:30 am

location tba

counter hours

Development Services Room 200

Mon 7:30 am to 5:00 pm

Tue 7:30 am to 5:00 pm

Wed 7:30 am to 5:00 pm

Thu 9:00 am to 5:00 pm

Fri 9:00 am to 5:00 pm

*Tue 5:00 pm to 7:00 pm**

**Single Family Residential Projects by Appointment Only*

ONE-START

development news

City of San José

Development Services
801 N. 1st Street, Rm 200
San José, CA 95110

Katy Allen

Director of Public Works

Jeff Clet

Fire Chief

Stephen M. Haase

*Director of Planning,
Building & Code
Enforcement*

Marit Hansen

Editor

Subscription Info

(408) 277-2461

marit.hansen@sanjoseca.gov

contact us

BUILDING

Automated Inspection

Requests

277-3300

Building Code Information

277-2470

Building Permits

277-4541

CODE ENFORCEMENT

Abandoned Vehicle Hotline

277-5305

Information & Complaints

277-4528

FIRE

Architectural Permits

277-5477

System Permits

277-4656

PLANNING

Information

277-4576

Appointments

277-PLAN

Fax Back Information

293-5097

PUBLIC WORKS

Easements, Encroachments,

Grading & Utility Permits

277-5161

smart surveys

Development Services has launched an automated customer survey that targets all projects where plan review was completed in the same quarter. The new survey is sent via e-mail with results being posted directly into a database. The new process has already shown an increase in responses and significant reductions in staff time. The surveys are global in perspective and ask customers to rate the entire process. Overall ratings for the first series of surveys indicate an average to excellent satisfaction rate of 76% for the entitlement process and 85% for construction plan review.

Thank you to everyone that participated in the surveys, especially for your comments. Your assessment of how we are performing enables us to focus on improving our services.

www.sanjoseca.gov/planning

